

# PRODUCT CATALOGUE



**01** BLOOM



**02** <sup>V4</sup> DIGITAL SIGNAGE



**03** HARDWARE

bloom.

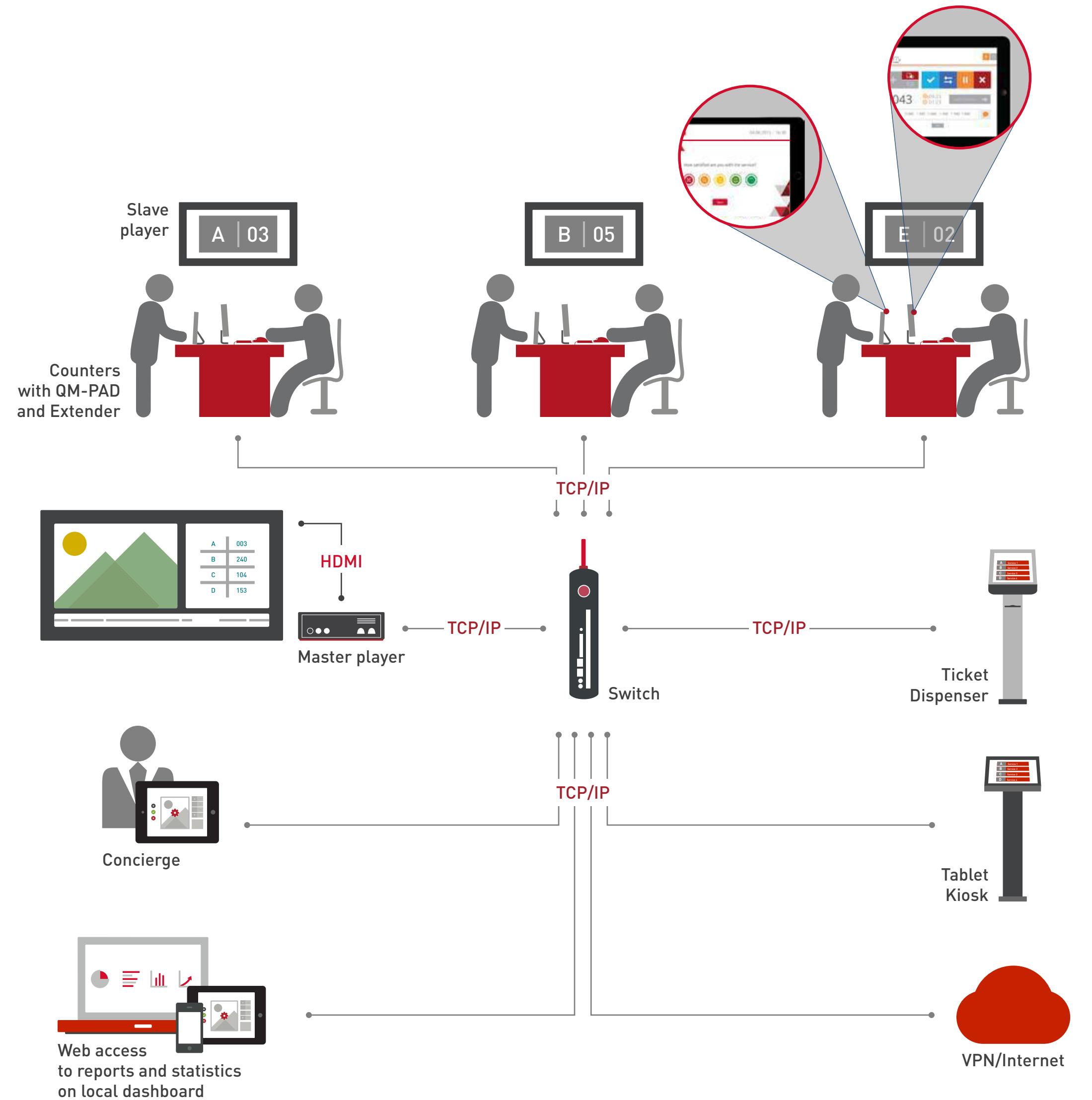
01



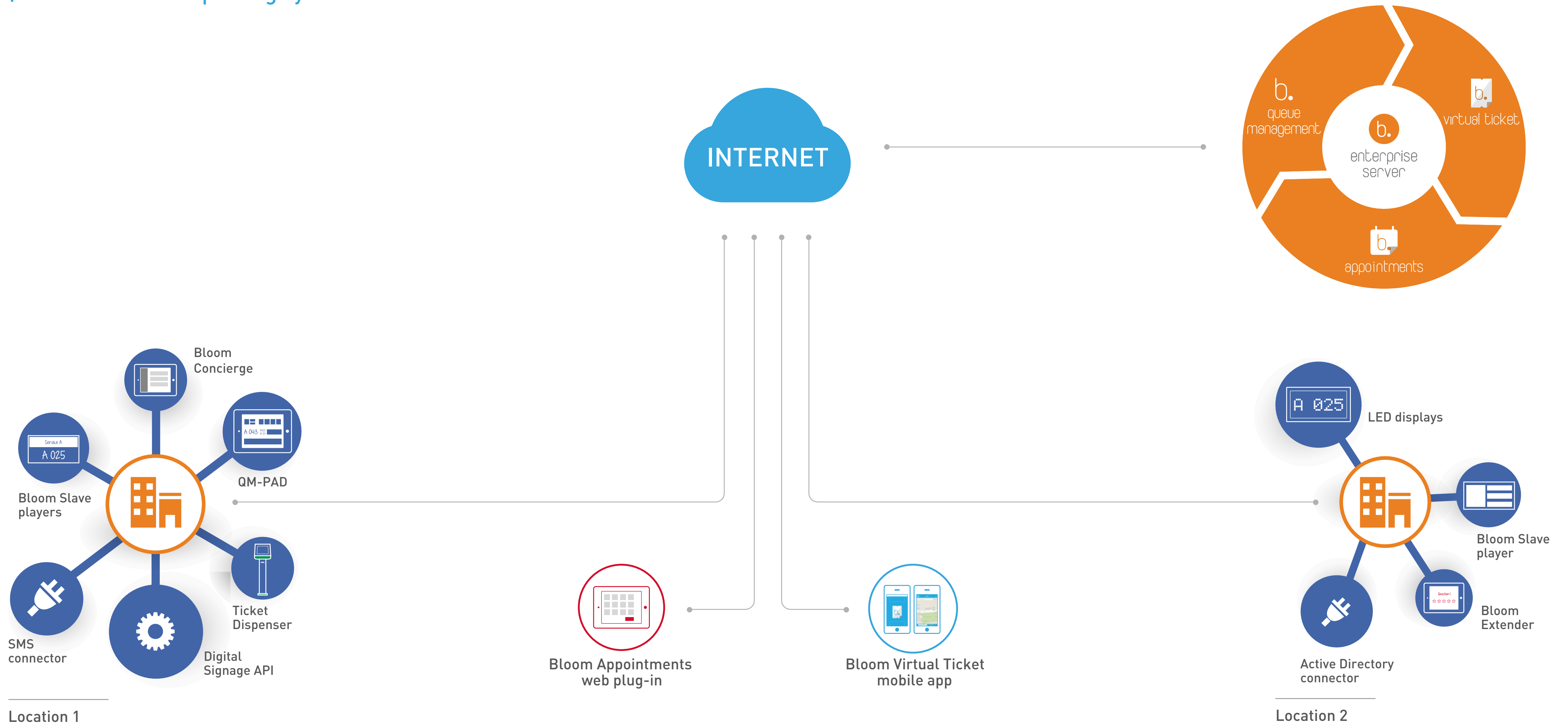
Bloom is an advanced customer flow management system developed around the service provider's needs. With outstanding design and effortless usability, its modules allow full customization: from a single line to a complex service's network. Bloom organizes thousands of services across industries, providing enhanced customers, staff and managers experiences on a daily basis.



## Local queuing system



# Network of local queuing systems



# BLOOM MASTERS

Bloom Master is the fundamental basis of the local queuing system, it will control and manage the queues and all the additional components connected to the system.

- | Dashboard with real-time information
- | Access to statistics and historical data
- | Automatic reports and notifications
- | Adptable configuration
- | Can be connected to a display to show queuing information and multimedia contents

Includes QM-PAD, a web-application intended for tellers to call and manage tickets in the assigned queues.



\* Check the technical specifications of the Bloom Master for more information.  
 \*\* Service station. The limit includes either active or inactive counters.

It is provided as an installable Windows software to install on any PC\* or as a pre-built system (plug and play).

## Windows version (software only)



REF.: Q-QMBL | Q-QMBLP | Q-QMBLU

## Linux version (Compact Box)



REF.: Q-HPCB

## Linux version (Intel NUC)



REF.: Q-HPITL | Q-HPITLP | Q-HPITLU

### Bloom Master Standard

To manage a local queuing system with up to 10 counters\*\*

REF.:

Q-QMBL

- ✔ Software only (no PC or display included)
- ✔ Windows-based software

Q-HPCB

- ✔ Software and hardware kit (no display included)
- ✔ CPU: X5-Z8300 | RAM: 2GB | eMMC: 32GB
- ✔ Recommended for a system with up to 5 services and 5 counters

Q-HPITL

- ✔ Software and hardware kit (no display included)
- ✔ CPU: i3 | RAM: 2GB | SSD: 32GB

### Bloom Master Prime

To manage a local queuing system with up to 20 counters\*\*

Q-QMBLP

- ✔ Software only (no PC or display included)
- ✔ Windows-based software

Q-HPITLP

- ✔ Software and hardware kit (no display included)
- ✔ CPU: i5 | RAM: 2GB | SSD: 32GB

### Bloom Master Unlimited

To manage a local queuing system with up to 99 counters\*\*

Q-QMBLU

- ✔ Software only (no PC or display included)
- ✔ Windows-based software

Q-HPITLU

- ✔ Software and hardware kit (no display included)
- ✔ CPU: i5 | RAM: 2GB | SSD: 32GB

## BLOOM SLAVES

To manage the contents of additional displays, it is required a Bloom Slave for each additional display.

It has the same configuration possibilities as the Bloom Master, allowing them to be used as waiting area displays or counter displays.

- | Queuing information
- | Multimedia content
- | Text and RSS feeds
- | Date and time



It is provided as an installable Windows software to install on any PC\* or as a pre-built system (plug and play).

Windows version (software only)



REF.: Q-QMBL | Q-QMBLP | Q-QMBLU

Linux version (Compact Box)



REF.: Q-HPCBS

Linux version (Intel NUC)



REF.: Q-HPITLS

Bloom Slave

REF.:

Q-QMBLS

- ✔ Software only (no PC or display included)
- ✔ Windows-based software

Q-HPCBS

- ✔ Software and hardware kit (no display included)
- ✔ CPU: X5-Z8300 | RAM: 2GB | eMMC: 32GB

Q-HPITLS

- ✔ Software and hardware kit (no display included)
- ✔ CPU: i3 | RAM: 2GB | SSD: 32GB

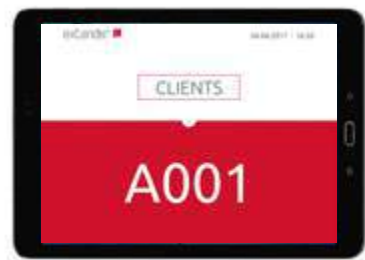
\* Check the technical specifications of the Bloom Slave for more information.

# BLOOM EXTENDER

Bloom Extender is a multifunction application for Android tablets, intended to display information and collect customers feedback.

The counter mode is intended to keep customers informed at different ticket handling moments: when a ticket is called, while the customer is being served and after the service.

The autonomous mode is used for tablets on-site to display contents and a general survey for anyone that taps the tablet's screen.



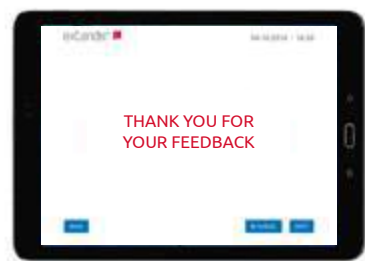
Last called ticket



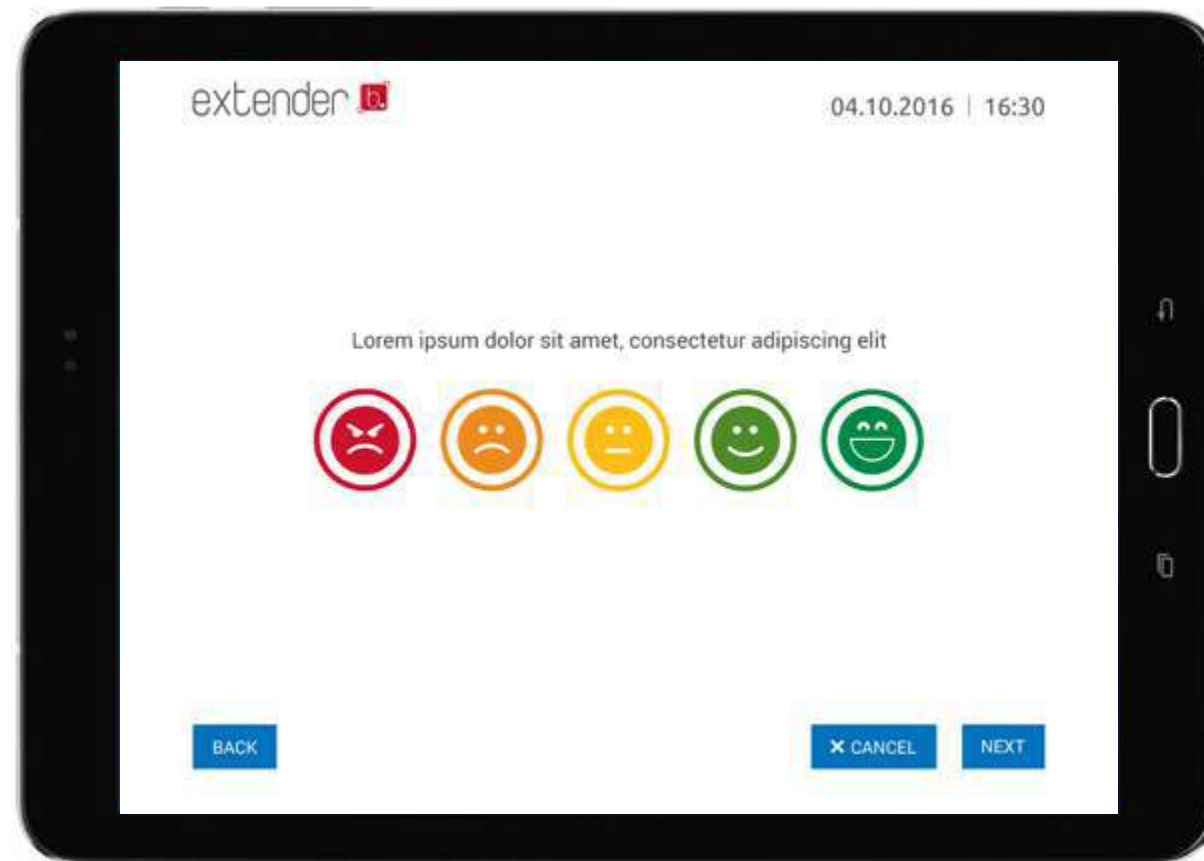
Multimedia contents



Survey



Thank you message



REF.:

Bloom Extender application

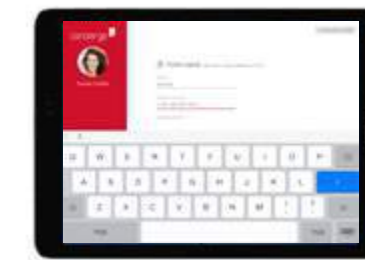
Q-EXTENDER

- ✔ Software only (no tablet included)
- ✔ Compatible with Android 4.4.2 or above

# BLOOM CONCIERGE

Bloom Concierge is an application with two versions: web-based or Android. Empowering staff members with this application, habilitates them to approach customers, listen to what they came to do, and help them to enter the queuing process.

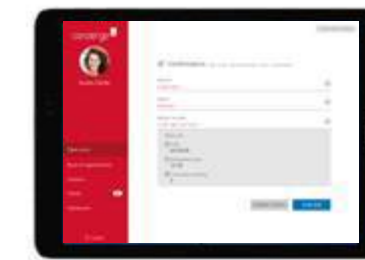
It can serve different scenarios, from saving time to customers to boost queues on the busiest times of the day.



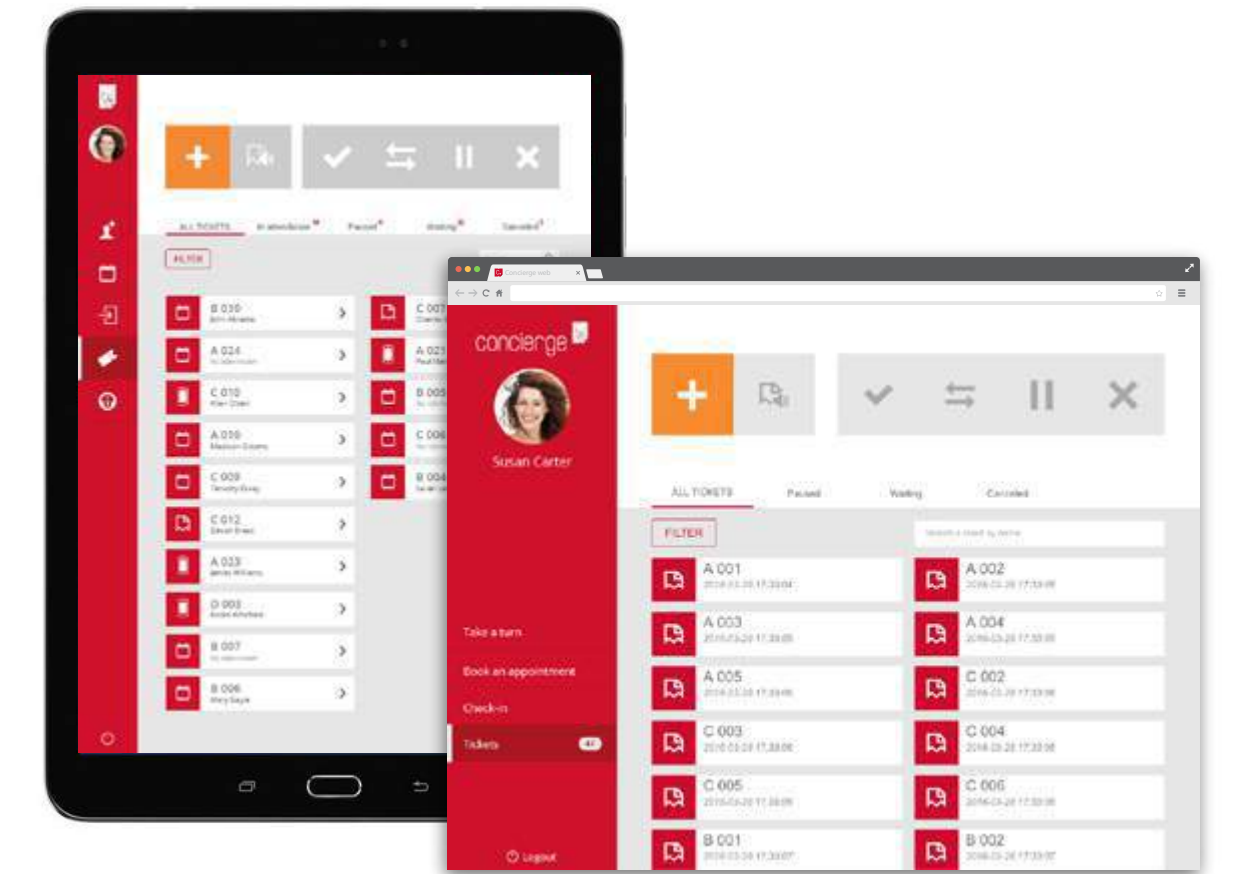
Customer information



Service selection



Data confirmation



REF.:

Bloom Concierge application

Q-CONCIERGE

- ✔ Software only (no tablet included)
- ✔ Compatible with Android 4.4.2 or above

## BLOOM TABLET KIOSK

Bloom Tablet Kiosk is a simple application for Android tablets that is a **paperless alternative to ticket dispensers**. It allows customers to generate a virtual ticket, schedule an appointment by themselves, or check in previously scheduled appointments.



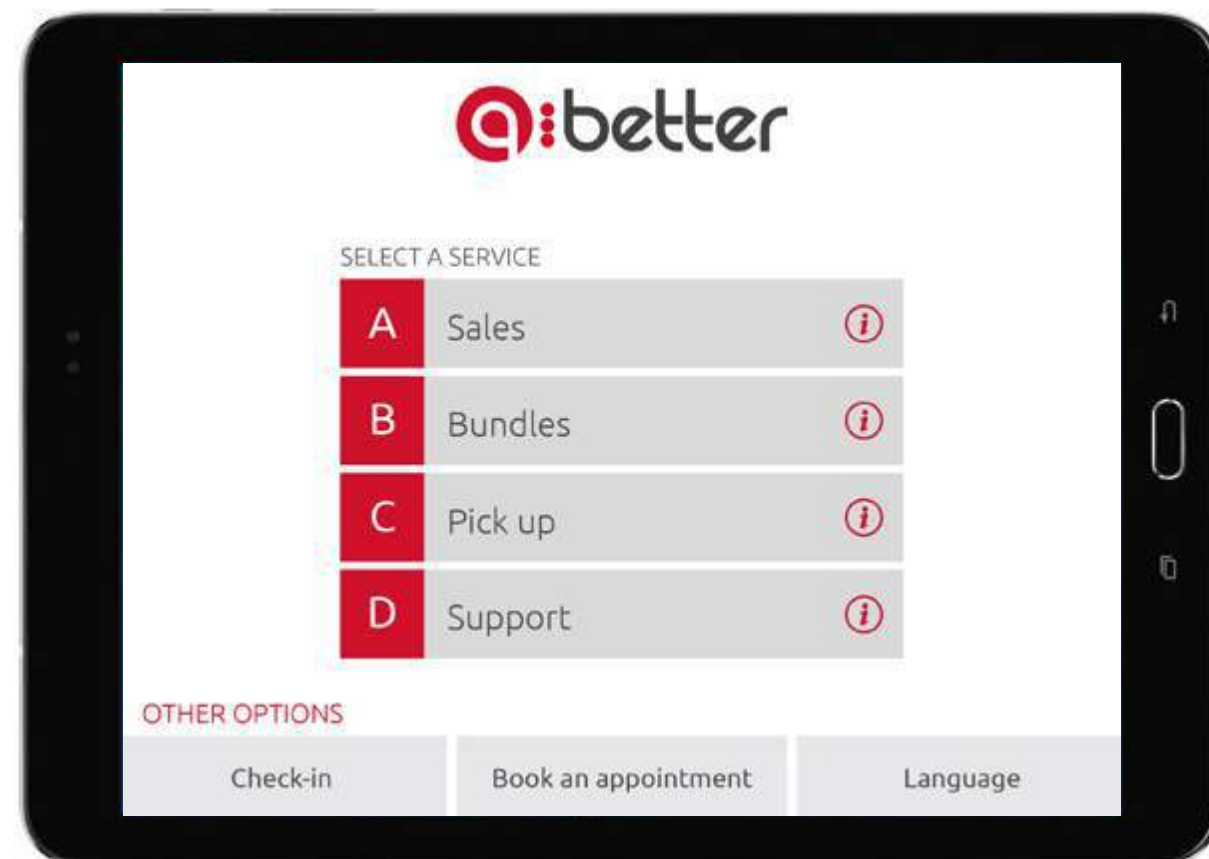
Generate virtual ticket



Schedule an appointment



Appointment check-in



REF.:

Bloom Tablet Kiosk application

Q-TKTOUCH

- ✔ Software only (no tablet included)
- ✔ Compatible with Android 4.4.2 or above

## BLOOM Q-TOUCH

It is possible to **simulate or create a ticket dispenser** by using a small software called Q-Touch. To do so it is necessary a Windows PC, a touchscreen, and a 57 mm thermal printer.

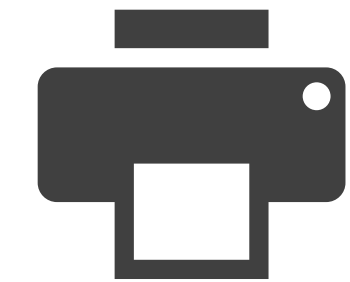
*It does not allow to add a logo/image to the paper ticket.*



Windows PC with Q-Touch



Touchscreen



57 mm thermal printer

REF.:

Bloom Q-Touch application

Q-TOUCHB

- ✔ Software only (no PC, touchscreen or printer included)
- ✔ Windows-based software



# BLOOM ENTERPRISE SERVER

Bloom Enterprise Server (BES) is a solution to centrally manage a network of local systems, allowing to set up and configure systems from a central-point, while gathering data to compile powerful statistics and reports.

- | Dashboard with real-time information
- | Access to statistics and historical data
- | Automatic reports and notifications
- | Common resources management
- | Users management and roles assignment

Currently, it is composed by three modules - queue management, virtual ticket, and appointments - that are activated by inserting a pack of licences of each type.



REF.:

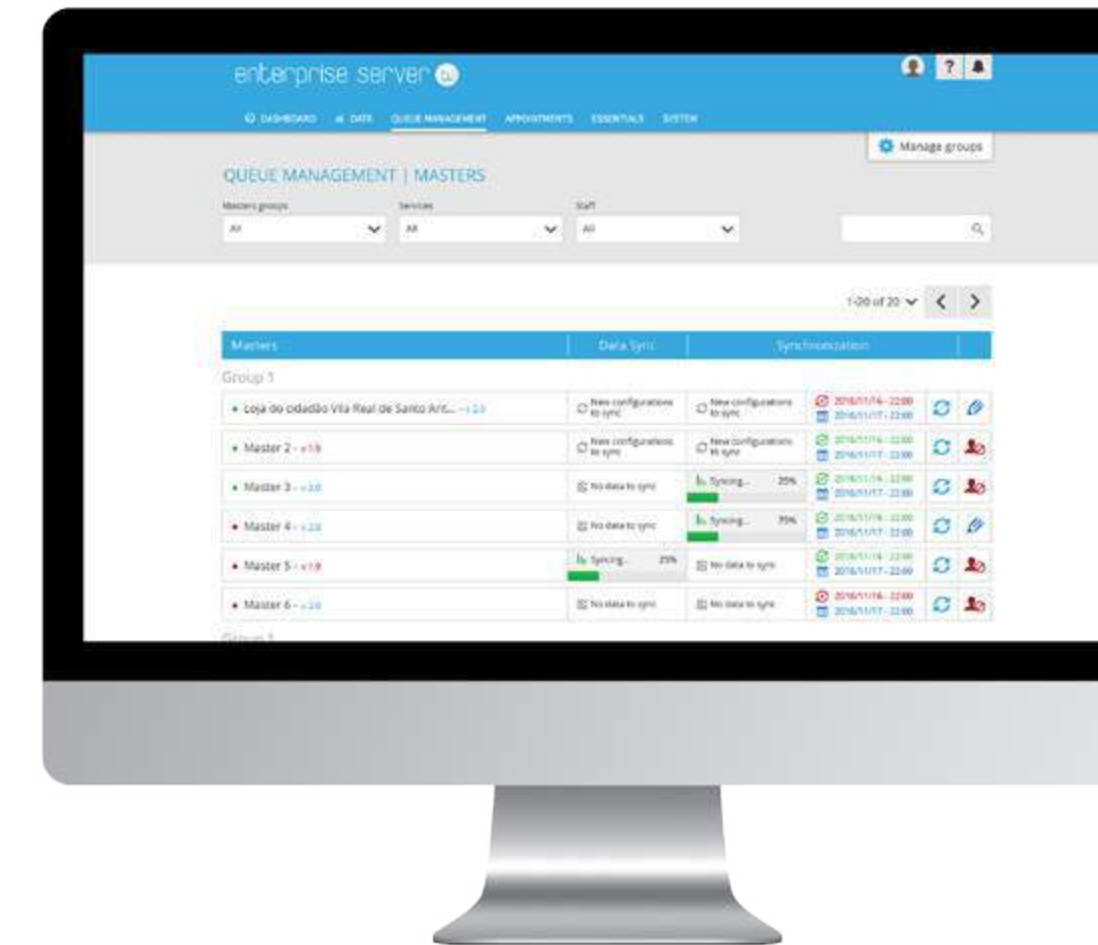
BES software *	Q-BESINST	<ul style="list-style-type: none"> <li>✓ Software only</li> <li>✓ Includes remote installation support</li> <li>✓ No module licences included</li> </ul>
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\* Check the technical specifications of the Bloom Enterprise Server for more information.

## QUEUE MANAGEMENT MODULE

The Queue Management module allows to manage the Masters and all its configurations and devices.

- | Quick overview of the connection and synchronization status of each Master
- | Access each Master individually to preform configurations
- | Access local backoffice of each Master
- | Replicate data and configurations between Masters



REF.:

Licence pack for 1 Master	Q-BES1	<ul style="list-style-type: none"> <li>✓ To host in customer's own server</li> <li>✓ Lifetime licences</li> </ul>
Licence pack for 5 Masters	Q-BES5	
Licence pack for 10 Masters	Q-BES10	
Licence pack for 25 Masters	Q-BES25	
Licence pack for 50 Masters	Q-BES50	
Server rental	Q-BESSAAS	<ul style="list-style-type: none"> <li>✓ Hosted in Q-Better's cloud server</li> </ul>

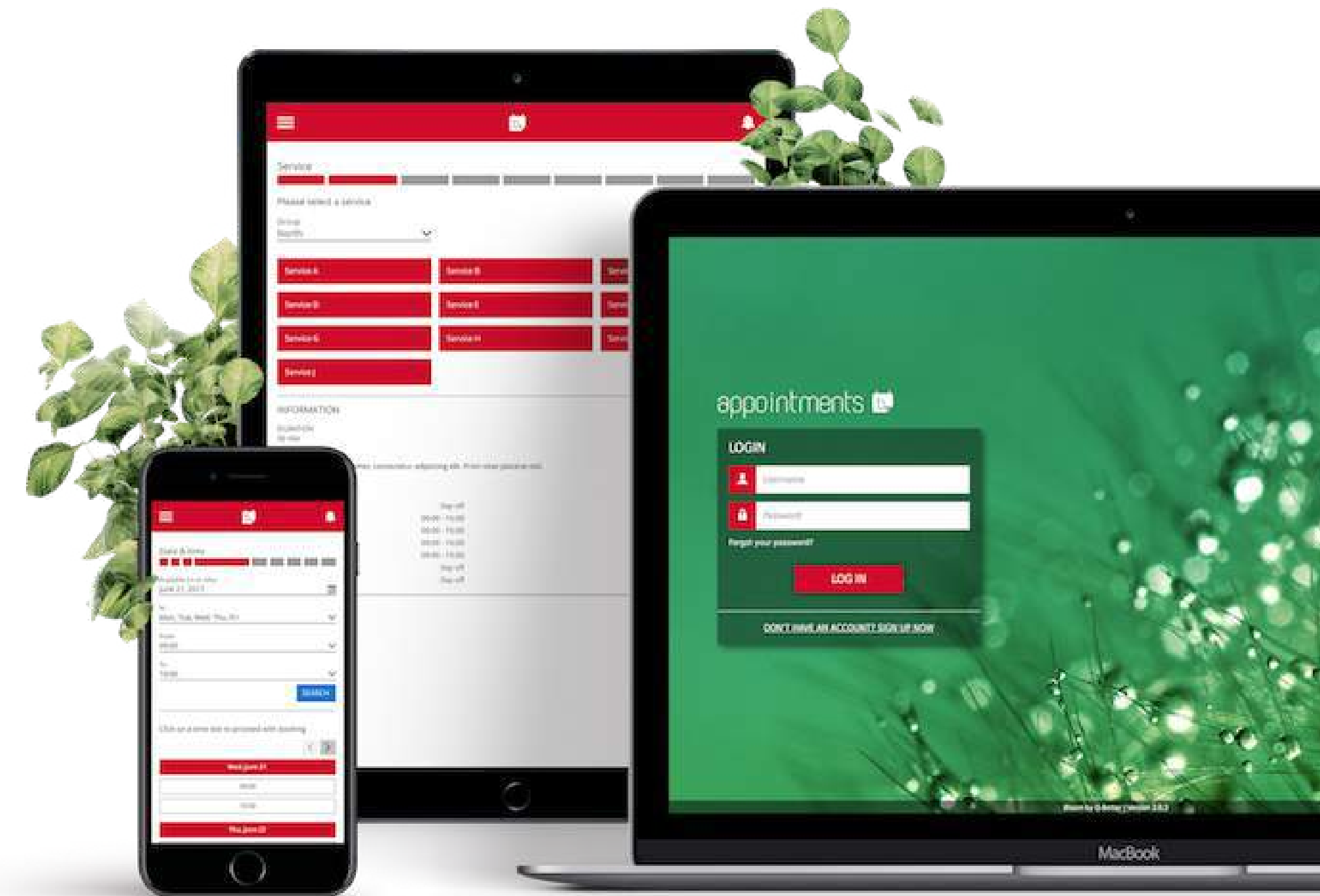
# BLOOM ENTERPRISE SERVER

## APPOINTMENTS MODULE

The Appointments module allows to manage appointments and give customers autonomy through self-service scheduling.

- | Quick overview of the appointments status in each location
- | Schedule and manage appointments for each location
- | Design a scheduling flow for each service
- | Configure the widget that will be incorporated in the provider's webpage
- | Send confirmation emails and reminders to customers

This system can be integrated with Bloom's queue management system, seamlessly conciliating both unexpected and expected customers.



REF.:

Licence pack for 1 location	Q-APP1	<ul style="list-style-type: none"> <li>✔ To host in customer's own server</li> <li>✔ Lifetime licences</li> </ul>
Licence pack for 5 locations	Q-APP5	
Licence pack for 10 locations	Q-APP10	
Licence pack for 25 locations	Q-APP25	
Licence pack for 50 locations	Q-APP50	
Server rental	Q-APPSAAS	<ul style="list-style-type: none"> <li>✔ Hosted in Q-Better's cloud server</li> </ul>

# BLOOM ENTERPRISE SERVER

## VIRTUAL TICKET MODULE

Bloom Virtual Ticket is a mobile application that allows customers to take a ticket before they arrive at the site and it keeps them informed about the queue status.

- | Information about number of people waiting and estimated waiting time for each location by service
- | In-app notifications to keep customer informed
- | Customers can cancel their tickets at any time



REF.:

Application submission at official app stores	Q-VTACT	<ul style="list-style-type: none"> <li>✔ Optional</li> </ul>
Licence pack for up to 10 Masters	Q-VT10	<ul style="list-style-type: none"> <li>✔ To host in customer's own server</li> <li>✔ Includes application and server software</li> <li>✔ Lifetime licences</li> </ul>
Licence pack for more than 10 Masters	Q-VT10+	<ul style="list-style-type: none"> <li>✔ To host in customer's own server</li> <li>✔ Includes application and server software</li> <li>✔ Lifetime licences</li> </ul>
Server rental	Q-VTSAAS	<ul style="list-style-type: none"> <li>✔ Hosted in Q-Better's cloud server</li> </ul>



**V4**  
**DIGITAL SIGNAGE**

02



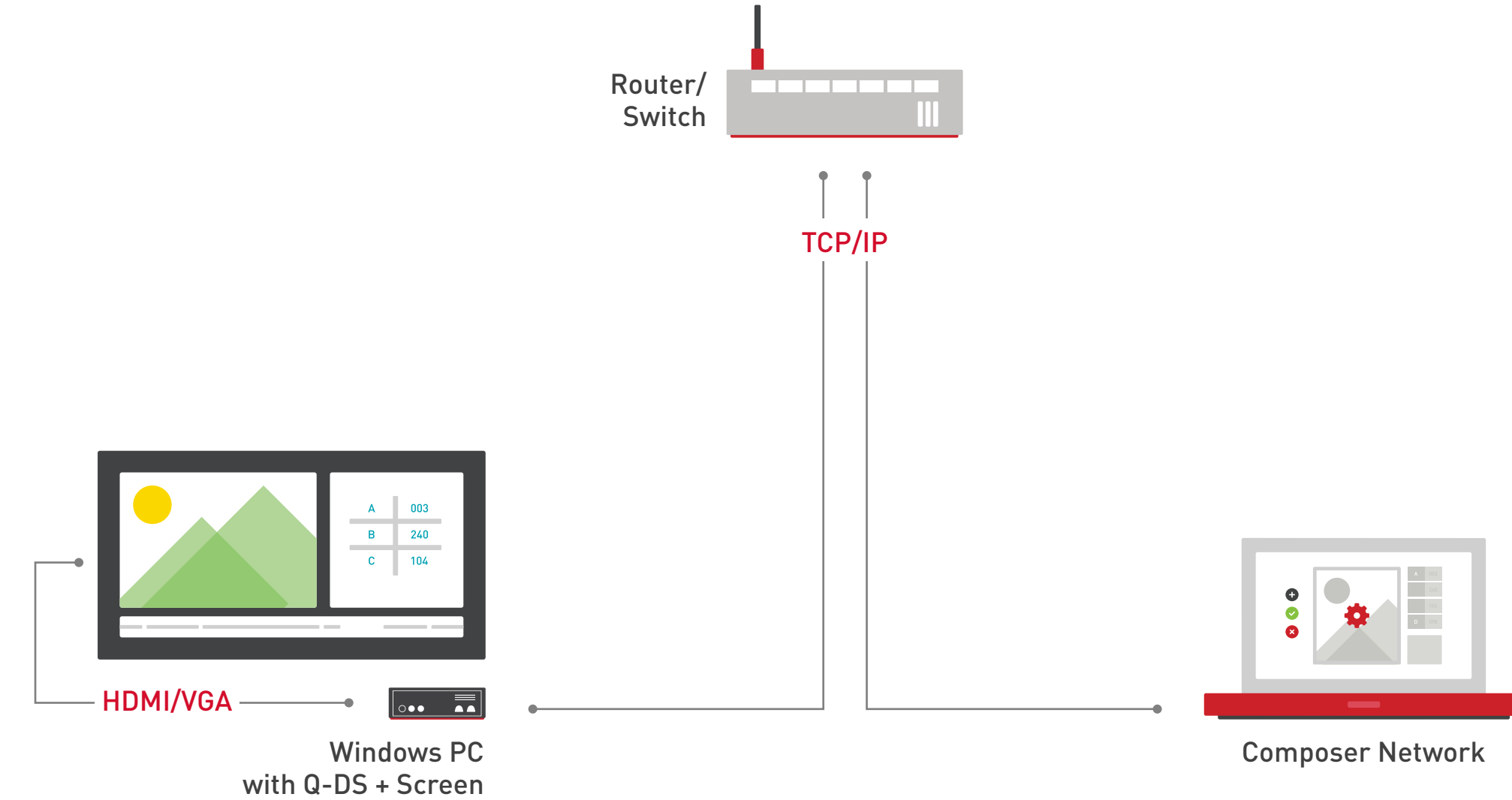
Q-DS is a simple and powerful tool that allows to create, schedule and display campaigns and information. This system is a tool of high utility in any place where there is information to be displayed or products to be sold.



## Local digital signage system



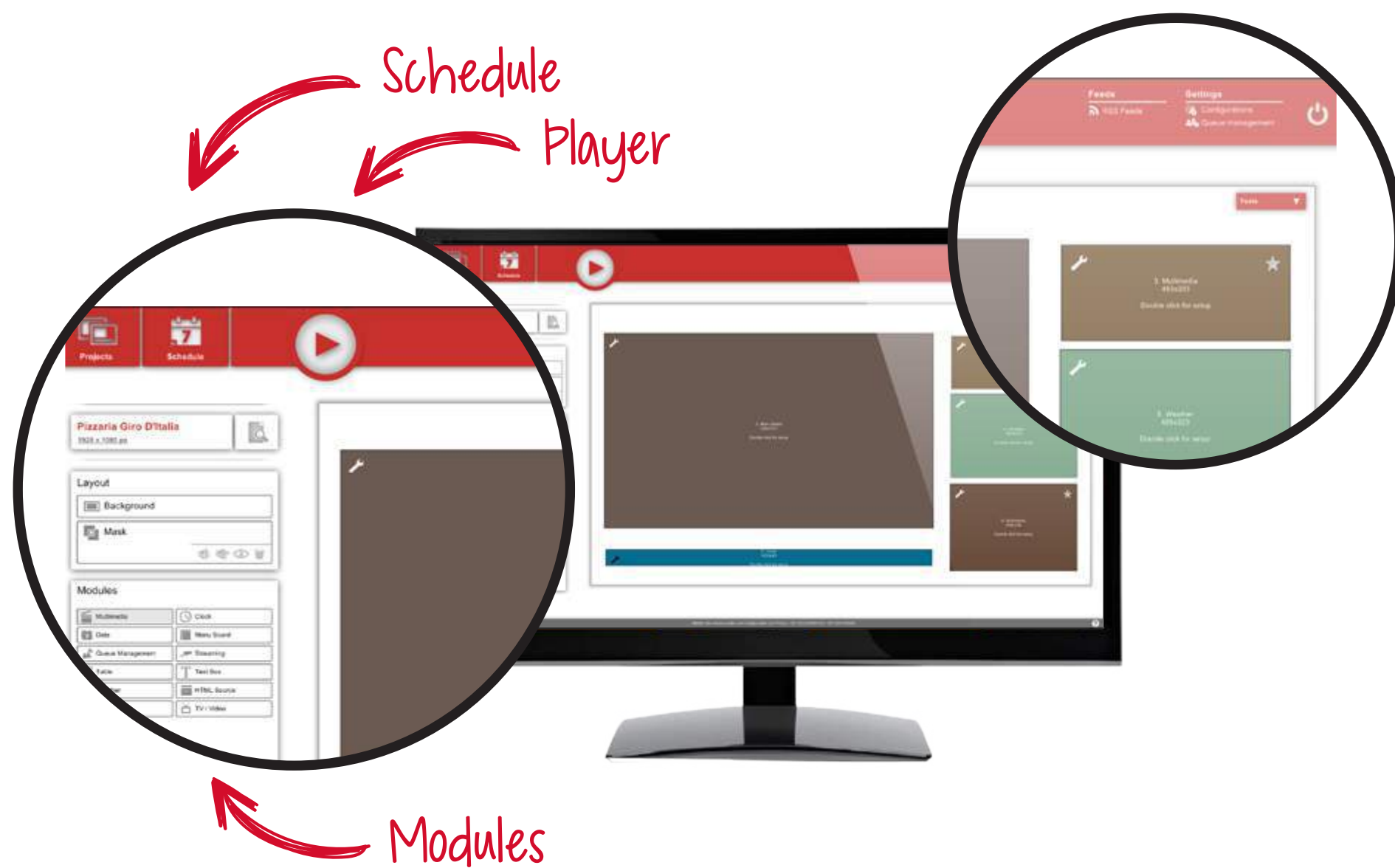
Q-DS has a multiview version that allows to connect up to three screens to the same player, displaying different contents.



## V4 DIGITAL SIGNAGE

Q-DS is composed by two applications: Composer and Player. The Composer is the interface where the user can create the contents through intuitive tools. After creating a Project, it must be sent to a Player, and it will display the projects generated by the Composer.

- |                    |         |
|--------------------|---------|
| Text               | Video   |
| DVD                | Webcam  |
| Text and RSS feeds | Flash   |
| Images             | TV      |
| CCTV               | Tables  |
| HTML               | Widgets |



	REF.:	
Digital Signage	Q-DS	<ul style="list-style-type: none"> <li>✔ Software only (no PC or display included)</li> <li>✔ Windows-based software</li> </ul>
Digital Signage Multiview	Q-DS MULTIVIEW	<ul style="list-style-type: none"> <li>✔ Software only (no PC or display included)</li> <li>✔ Windows-based software</li> <li>✔ Runs up to 3 displays with different contents</li> </ul>
Digital Signage Interactive	Q-DS INTERACTIVE	<ul style="list-style-type: none"> <li>✔ Software only (no PC or display included)</li> <li>✔ Windows-based software</li> <li>✔ Includes interactive buttons</li> </ul>

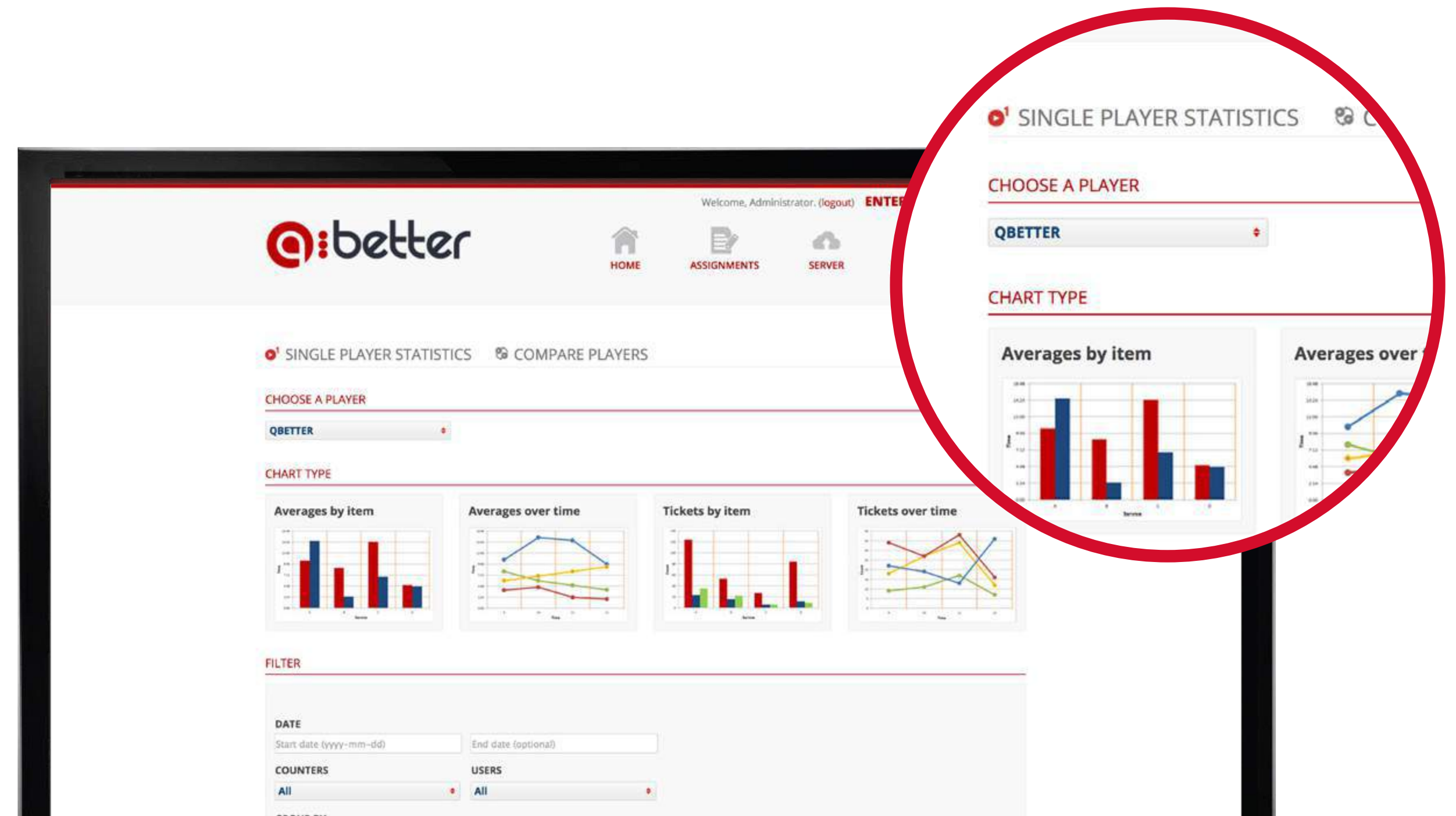
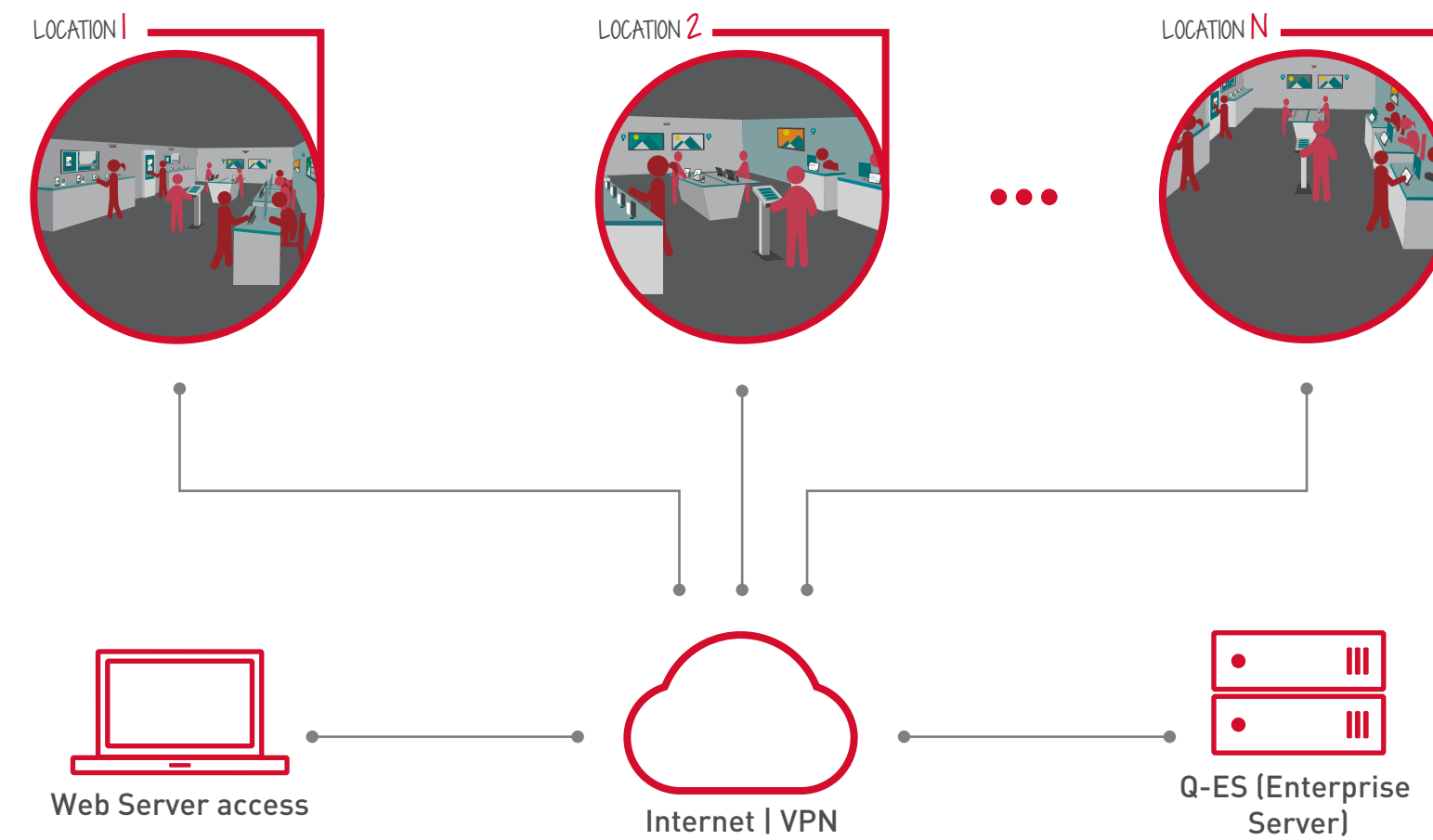
\* Check the technical specifications of V4 Digital Signage for more information.

# V4 ENTERPRISE SERVER

This solution allows to centrally manage a network of Q-DS players, where all the settings of the system are managed via a web browser.

REF.:

Q-ES25	<ul style="list-style-type: none"> <li>✔ Software only</li> <li>✔ To manage up to 25 remote Q-DS players</li> </ul>
Q-ES50	<ul style="list-style-type: none"> <li>✔ Software only</li> <li>✔ To manage up to 50 remote Q-DS players</li> </ul>
Q-ES100	<ul style="list-style-type: none"> <li>✔ Software only</li> <li>✔ To manage up to 100 remote Q-DS players</li> </ul>
Q-PLA10	<ul style="list-style-type: none"> <li>✔ Software only</li> <li>✔ To manage 10 additional Q-DS players</li> </ul>



\* Check the technical specifications of the V4 Enterprise Server for more information.

**HARDWARE**

orB



# TICKET DISPENSERS

The ticket dispensers are an active part of this system by providing a simple self-service solution for customers to enter the queuing process.

- | Robust hardware appliances
- | Possible to display all the information in different languages
- | TCP/IP connection with Bloom Master

 **Thermal paper roll**  
Width of 57 mm, diameter of up to 80 mm and core of 11 mm.



**Touch 10" / 15"**  
REF.:  
Q-DTT10W/B | Q-DTT15W/B



**Wallmount**  
REF.:  
Q-DTP15W/B

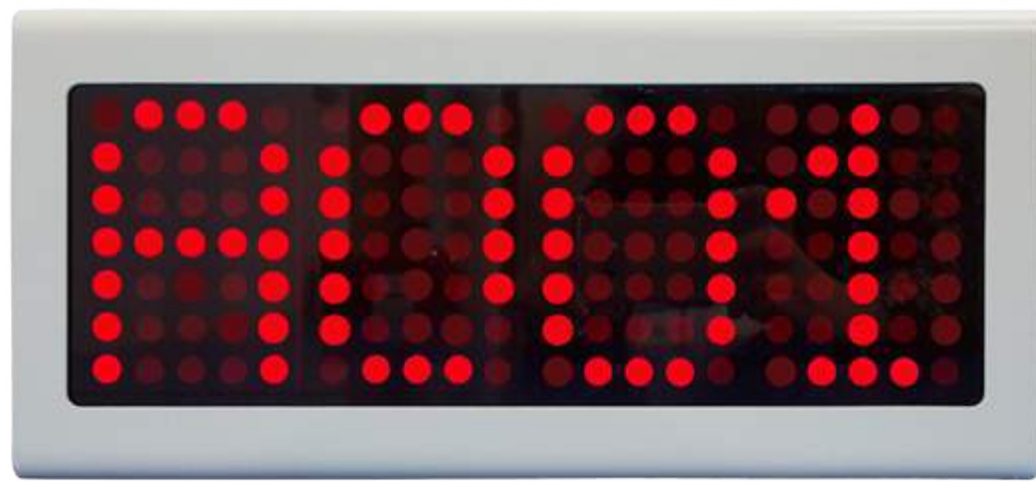


**Compact**  
REF.:  
Q-DTC10W

Touch ticket dispensers	REF.:	
	Q-DTT10W	✓ 10" touchscreen ticket dispenser (white)
	Q-DTT10B	✓ 10" touchscreen ticket dispenser (black)
	Q-DTT15W	✓ 15" touchscreen ticket dispenser (white)
	Q-DTT15B	✓ 15" touchscreen ticket dispenser (black)
Wallmount ticket dispensers	REF.:	
	Q-DTP15W	✓ 15" touchscreen wall mounted ticket dispenser (white)
	Q-DTP15B	✓ 15" touchscreen wall mounted ticket dispenser (black)
	Q-RD-INT	✓ Integration of card reader, QR code reader, etc.
Compact ticket dispensers	REF.:	
	Q-DTC10W	✓ 10" touchscreen compact ticket dispenser (incl. desk stand)
	Q-DTC10WM	✓ Wall mount
	Q-DTC10FSW	✓ Floor stand
	Q-CR-CHIP	✓ Card reader EMV level 1 certified   Standard ISO 7816/EMV2000

## LED DISPLAYS

The LED displays will highlight the last called ticket in the counter to which the customer must go to.



REF.:

<b>Q-LED-4-75-R</b>	<ul style="list-style-type: none"> <li>✓ 4 digits - 7x5 matrix</li> <li>✓ PoE* or power supply **</li> <li>✓ VESA mountable (75 mm)</li> </ul>
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COMPONENTS

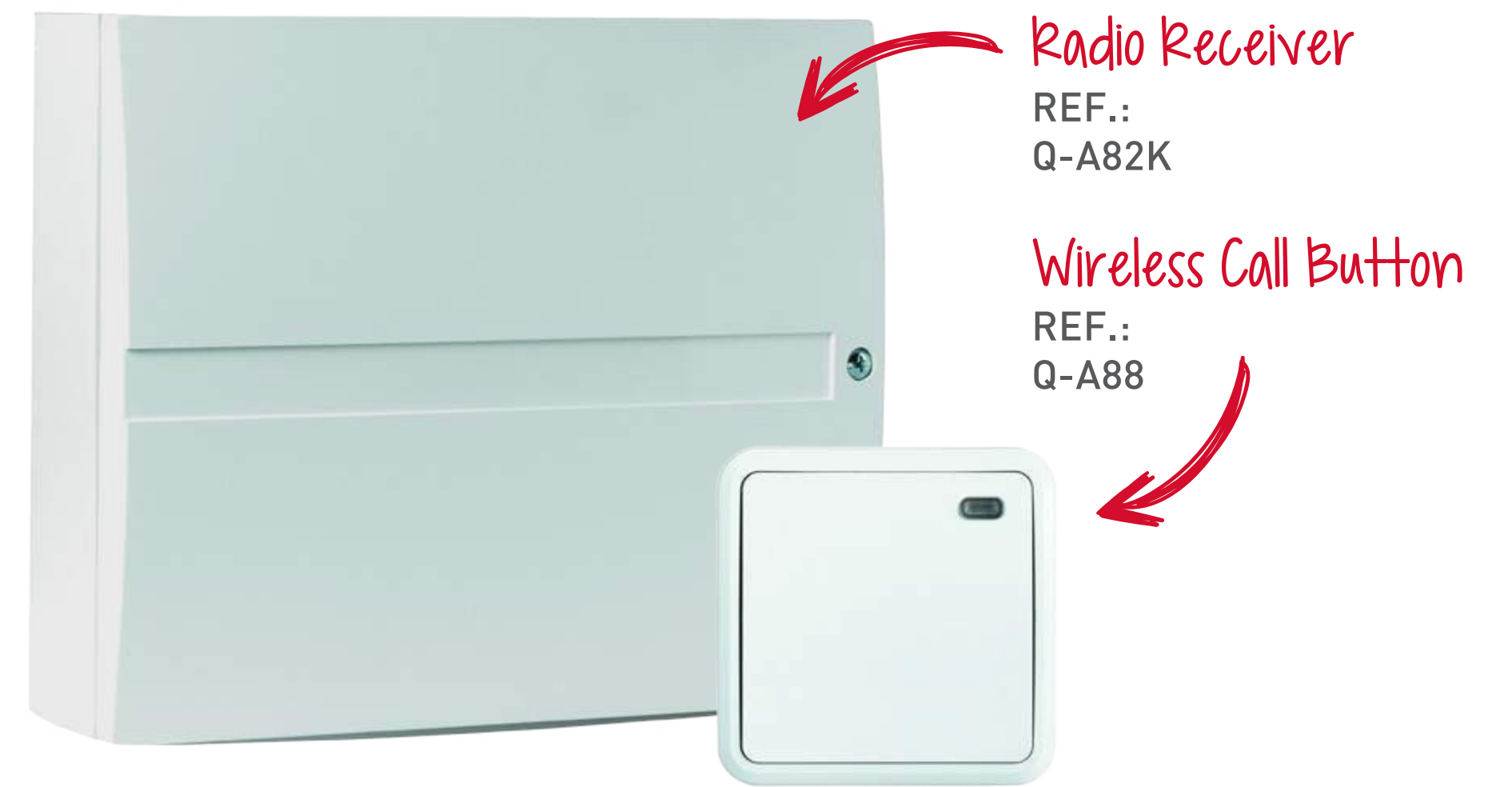
Ceiling support	REF.: <b>Q-CSVESA5</b>	
Power supply	REF.: <b>AU-VD-P12H</b>	✓ 230 VAC / 12 VDC, 1000mA

\* Power over Ethernet.

\*\* If you choose power supply, you need to ensure a network connection to LED display as well.

## WIRELESS BUTTONS

The wireless call buttons are ideal to be used in counters without a PC. It is necessary a radio receiver connected to the Bloom Master player and a wireless button per counter.

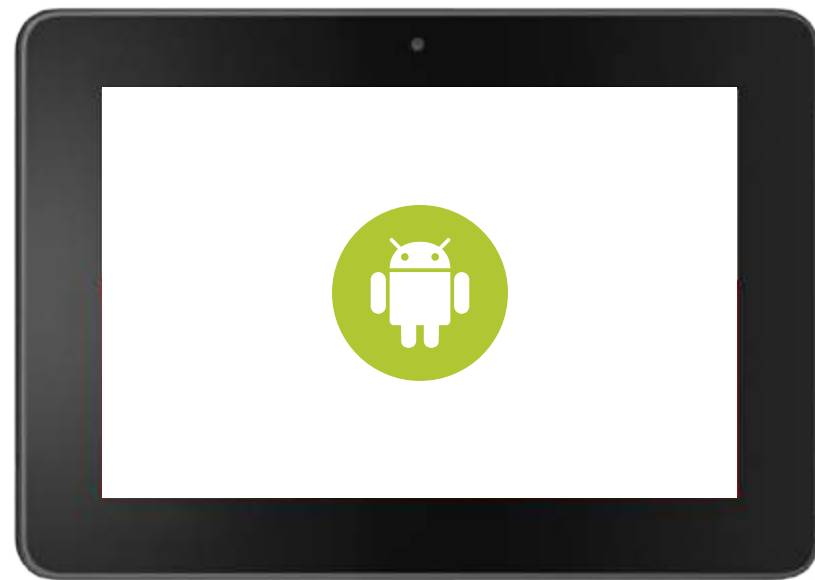


REF.:

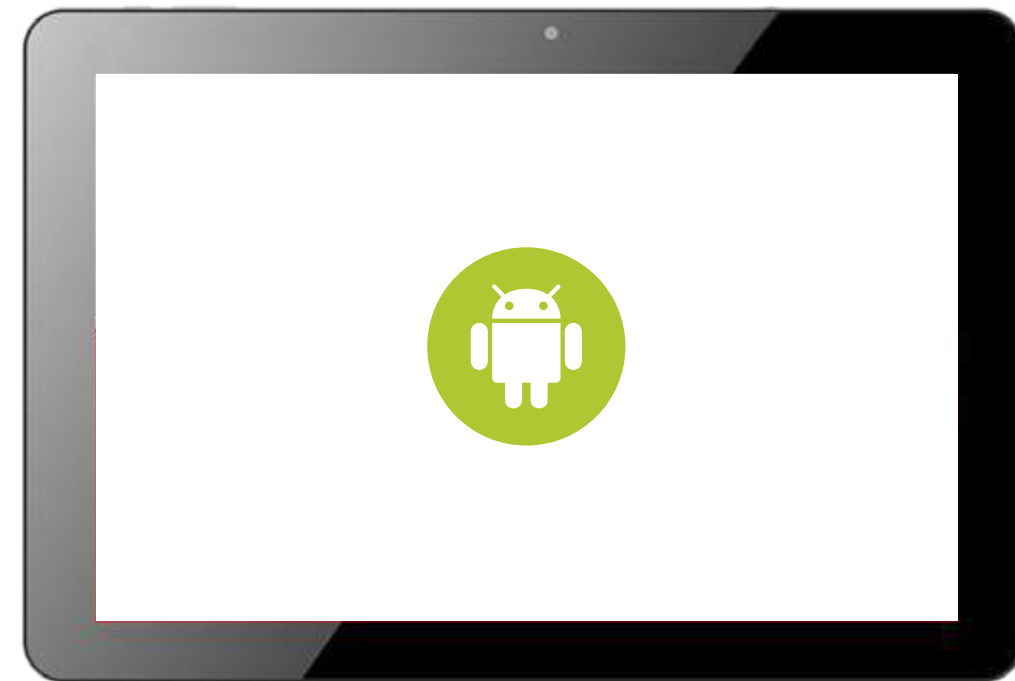
<b>Q-A82K</b>	✓ Radio receiver at 868MHz to register up to 50 Q-A88
<b>Q-A88</b>	✓ Radio call button at 868MHz

# TABLETS

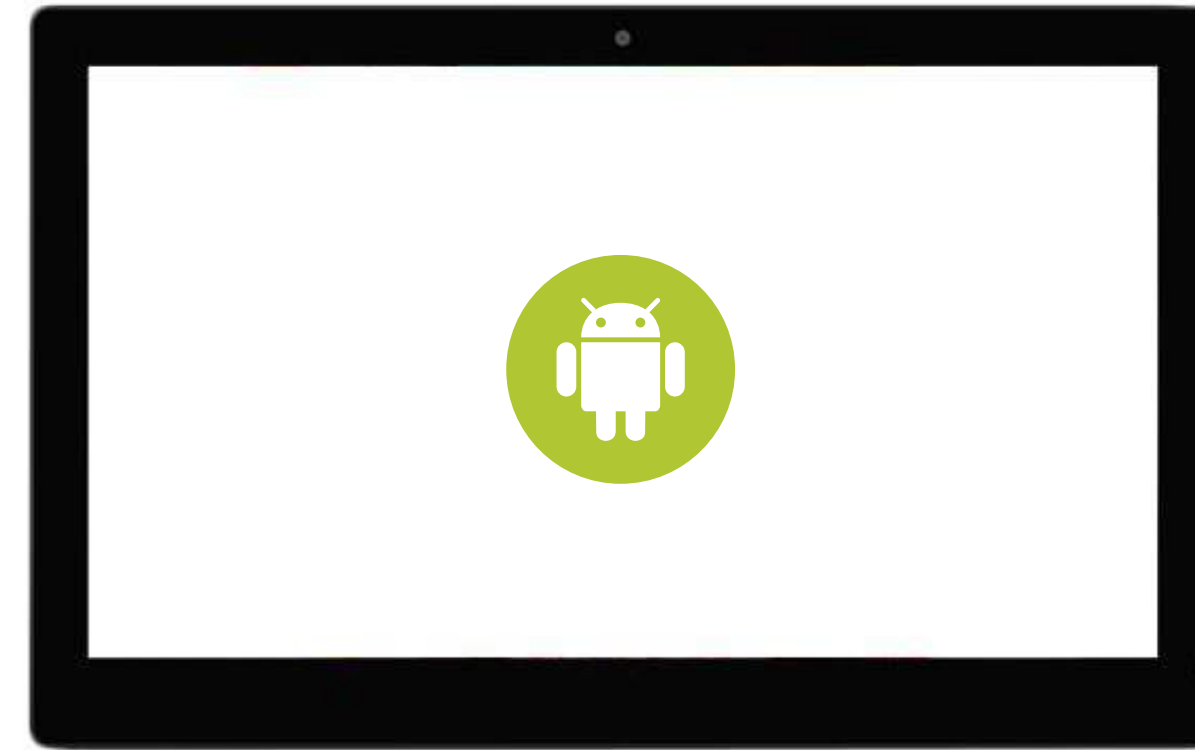
Android professional tablets with WiFi and LAN connection.



8" Android smart display



10" Android smart display



15.6" Android smart display

REF.:

8" Android smart display	SH8280WF	<ul style="list-style-type: none"> <li>✓ 8"   1280 x 800 px</li> <li>✓ WiFi and LAN connection</li> <li>✓ VESA mountable (75 mm)</li> </ul>
10" Android smart display	SH1012WF	<ul style="list-style-type: none"> <li>✓ 10"   1280 x 800 px</li> <li>✓ WiFi and LAN connection</li> <li>✓ VESA mountable (75 mm)</li> </ul>
15.6" Android smart display	SH1561WF	<ul style="list-style-type: none"> <li>✓ 15.6"   1920 x 1080 px</li> <li>✓ WiFi and LAN connection</li> <li>✓ VESA mountable (100 mm)</li> </ul>



q: better

[www.q-better.com](http://www.q-better.com)



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